

? b 635

21jul03 12:48:52 User264721 Session D7.3
 \$0.81 0.150 DialUnits File621
 \$3.45 1 Type(s) in Format 9
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 \$4.26 Estimated cost File621
 \$1.16 TELNET
 \$5.42 Estimated cost this search
 \$5.88 Estimated total session cost 0.377 DialUnits

File 635:Business Dateline(R) 1985-2003/Jul 18
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Set	Items	Description
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? t 0028138

0028138/2
 DIALOG(R)File 635:Business Dateline(R)
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0028138 87-06825
 Bell Offers Answers for Commonly Asked Customer Questions
 Anonymous
 St Louis Business Journal (St Louis, MO, US), V7 N26 s3 p1C
 PUBL DATE: 870323
 JOURNAL CODE: SLBJ DOCUMENT TYPE: Newspaper article
 WORD COUNT: 1,280
 DATELINE: St Louis, MO, US

COMPANY NAMES: Southwestern Bell Telephone Co, St Louis, MO, US,
 DUNS:00-696-8523, SIC:4811,
 CLASSIFICATION CODES: 8330 (Broadcasting & telecommunications)
 DESCRIPTORS: Telephone companies; Telephone service; Prices; Midwest
 SPECIAL FEATURE: Logo
 ? t 0028138/free

0028138/8
 DIALOG(R)File 635:(c) 2003 ProQuest Info&Learning. All rts. reserv.

0028138 87-06825
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Bell Offers Answers for Commonly Asked Customer Questions

Anonymous

St Louis Business Journal (St Louis, MO, US), V7 N26 s3 p1C

PUBL DATE: 870323

WORD COUNT: 1,280

DATELINE: St Louis, MO, US

TEXT:

Since the breakup of the American Telephone & Telegraph Co. Jan. 1, 1984, residential **telephone service** has undergone numerous **changes**.

Local **telephone service** is still regulated by state public utility commissions. But the types of services provided by local exchange carriers has increased and will continue to increase as regulators open the telecommunications industry to more competition.

The seven regional holding companies -- the so-called "Baby Bells" -- created in the wake of the breakup, have been undergoing their own changes, as allowed by federal and state regulators.

The following is a list of questions most frequently asked by residential home customers about the scope of service provide by Southwestern Bell Telephone.

Q: What kind of local calling plans does Southwestern Bell Telephone offer?

A: There are several options, but the two used most often by St. Louis area customers are flat rate and local measured services.

Flat rate service allows customers to make an unlimited number of local calls for a flat monthly fee. The fee varies depending on where a customer lives. The charge for a customer living in downtown St. Louis, for example, is \$11.60 per month.

Local measured service gives customers the option of paying for service based on how often the telephone is used for local calls.

There's a 45 percent lower monthly charge and a small charge for each local call.

For example, in downtown St. Louis, the monthly fee is \$6.40. The charge for each local call is based on the distance the call travels, the duration of the call and the time of day the call is placed. The average three-minute call costs 6 cents and there is no charge for incoming calls, calls to 911 or calls to the telephone company.

If a customer lives in downtown St. Louis and makes less than 87 three-minute calls per month, local measured service may be the most viable option.

Customers should note that if they decide later to change service from flat rate to local measured service or vice versa, there is a \$21.50 charge.

Q: Why is there a \$47 charge for starting service, when all Southwestern Bell has to do is flip a switch?

A: There's actually a lot more to it than that. In fact, there are nine steps involved, such as making necessary electrical connections, assigning telephone numbers, establishing billing records and directory listings.

The one-time fee for basic service installation is \$47.40. There are additional charges for installation of "Custom Calling" services, inside wiring and jacks.

Also, customers have the option of paying installation charges and other one-time charges, in two, three or four monthly installments interest free.

Q: Do I have to pay a deposit?

A: Usually, no. Customers may be asked for a deposit if they have had **prior** credit problems with the **telephone** company. The amount of deposit for a new applicant would be twice the average monthly bill for all residential subscribers.

Q: What happens if my telephone quits working or I need other repairs?

A: If the problem is in the telephone line to a customer's home, Southwestern Bell Telephone will repair it at no additional charge.

If the problem is in the wiring inside the customer's home, or telephone set, the customer is responsible for the repair.

There are several repair options: The customer may do the repair work, the customer can call Southwestern Bell Telephone or the customer can call an electrician or contractor.

Southwestern Bell Telephone will charge a \$25 trouble isolation fee if a technician must come to your home to determine if the source of the problem is in your inside wire or telephone set. In addition, the company will charge \$32 for the first 15 minutes and \$16 for each additional 15-minute interval to repair inside wire or determine if the problem is in a telephone set. Customers should remember that while Southwestern Bell Telephone can isolate the problem inside the telephone, the company is not allowed to sell or repair telephone sets.

Customers can save time, perhaps money, by first testing their telephones. Unplug it, take it to a neighbor's house and plug it in there to see if it works.

Q: Is there an easier way to get inside wiring repaired without worrying about several different charges?

A: Yes. For \$1 a month per line, Southwestern Bell Telephone offers "InLine" repair service. With "InLine," if the problem is in a customer's inside wiring or telephone jacks, Southwestern Bell Telephone will make the repairs at no additional cost.

There is also an "InLine Plus" plan that covers wiring repairs and also provides customers with a temporary telephone set for up to 60 days while a customer's set is being repaired or replaced. The cost for this service is \$2 per month.

Q: What other services can customers select?

A: Southwestern Bell Telephone offers "Touch-Tone" service, which combined with a tone telephone provides faster dialing and access to the growing number of computer-generated services available over the telecommunications network. The monthly charge is \$2.05. Existing customers who change from rotary dial to "Touch-Tone" service are charged a one-time fee of \$20.25.

Other services offered by Southwestern Bell Telephone:

- * Call waiting. This allows customers to answer a second call while using the telephone. It's like having a second line for \$8 per month.

- * Speed calling. This feature allows a customer to reach frequently called local or long-distance numbers by dialing a one- or two-digit code.

The monthly charge is \$3.30 for the ability to program eight numbers and \$6.55 for 30 numbers.

* Call forwarding. This allows customers to transfer incoming calls for another telephone. The monthly charge is \$3.30.

* Three-way calling. This feature adds a third party -- local or long-distance -- to a conversation for \$3.30 per month.

There are special rates if two or more custom calling services are ordered. The rate for four services is \$14 per month. There is a one-time installation charge of \$11.

Q: What about long-distance service?

A: Southwestern Bell Telephone still offers long-distance service within specified service areas. For example, customers in the St. Louis metropolitan area who place calls to most other cities in the 314 area code in Missouri and portions of the 618 area code across the river in Illinois are calling on Southwestern Bell Telephone lines. Calls to other area codes or states are handled by other long-distance companies.

Q: What about directory assistance?

A: Customers are allowed three free calls per month to local directory assistance (1-411) or 1-555-1212 within a customer's local area code. Directory assistance calls over the three-call allowance are 35 cents each.

Long-distance directory assistance calls to another area code cost 70 cents each regardless of the three-call allowance with one exception: directory assistance calls within your local or long-distance service area but in another state cost 60 cents each after you have used a two-call allowance.

Q: What about universal service?

A: Southwestern Bell Telephone is still committed to universal service, which means telephone service shall be widely available at affordable prices.

In the territory the company services in Missouri, 93.1 percent of all households had telephone service as of November 1986. That's higher than the 92.4 percent national average.

Southwestern Bell Telephone supports "Lifeline" legislation that has been approved in Missouri, although a "Lifeline" program is not in operation yet. This legislation allows the provision of telephone service at a discounted rate for senior citizens and disabled people who have a low income.

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Set	Items	Description
S1	27877	(TELEPHONE OR COMMUNICATION) (S) ((REQUEST? OR ORDER??) (5-N) (CONNECTION OR SERVICE))
S2	13166	(TELEPHONE OR COMMUNICATION) (10N) ((REQUEST? OR ORDER??) - (5N) (CONNECTION OR SERVICE))
S3	51227	(QUESTIONS OR INQUIR? OR QUERIES) (5N) (CUSTOMER)
S4	680	S2 AND S3
S5	135	S4 AND (TERMINAL OR COMPUTER) (10N) (INTERNET OR NETWORK)
S6	43	S5 AND PY<2000
S7	35	S6 AND (PROVIDER OR SUPPLIER OR CARRIER)
S8	26	RD S7 (unique items)
S9	4	S8 AND (EXISTING OR PRIOR OR PAST OR EARLIER) (5N) (USE)
S10	3935	(BELL OR VERIZON OR SPRINT) (5N) (TELEPHONE (2W) SERVICE)
S11	15569	(SOLICIT? OR TELEMARKETING) (5N) SERVICE
S12	13	S10 AND S11
S13	13	S12 AND PY<2000
S14	8	RD S13 (unique items)
S15	582	BELL (S) ANSWERS (S) QUESTIONS
S16	56	TELEPHONE (1W) SERVICE AND S15
S17	47	S16 AND PY<2000
S18	30	RD S17 (unique items)
S19	17	(CUSTOMER OR BUYER OR PURCHASER) AND S18
S20	0	S19 AND SELLER
?		

File 15:ABI/Inform(R) 1971-2003/Jul 19
(c) 2003 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2003/Jul 18
(c) 2003 Resp. DB Svcs.
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2003/Jul 21
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File 610:Business Wire 1999-2003/Jul 21
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File 624:McGraw-Hill Publications 1985-2003/Jul 18
(c) 2003 McGraw-Hill Co. Inc
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File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
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(c) 2003 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 634:San Jose Mercury Jun 1985-2003/Jul 19
(c) 2003 San Jose Mercury News
File 148:Gale Group Trade & Industry DB 1976-2003/Jul 21
(c)2003 The Gale Group
File 20:Dialog Global Reporter 1997-2003/Jul 21
(c) 2003 The Dialog Corp.
File 35:Dissertation Abs Online 1861-2003/Jun
(c) 2003 ProQuest Info&Learning
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 65:Inside Conferences 1993-2003/Jul W3
(c) 2003 BLDSC all rts. reserv.
File 2:INSPEC 1969-2003/Jul W2
(c) 2003 Institution of Electrical Engineers
File 233:Internet & Personal Comp. Abs. 1981-2003/May
(c) 2003 Info. Today Inc.
File 474:New York Times Abs 1969-2003/Jul 18
(c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Jul 18
(c) 2003 The New York Times
File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Jun
(c) 2003 The HW Wilson Co.
File 348:EUROPEAN PATENTS 1978-2003/Jul W02
(c) 2003 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20030717,UT=20030710
(c) 2003 WIPO/Univentio
File 347:JAPIO Oct 1976-2003/Mar(Updated 030703)
(c) 2003 JPO & JAPIO

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? t s19/3,k/1-17

19/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01217175 98-66570
From sea to shining sea
Appleby, Chuck
Hospitals & Health Networks v70n9 PP: 40-44 May 5, 1996
ISSN: 1068-8838 JRNL CODE: HPT
WORD COUNT: 1955

...TEXT: by urban areas." In the same way, Pac Bell has provided "universal service" or basic **telephone service** at a low price to the disabled and poor in the same way it has...But he cautions that new telecom vendors will appear that may not understand the business. "**Buyer** beware to buy services from telecom companies that haven't sold them before," he says...

...for two years."

The convergence of new market dynamics and technology could possibly provide the **answers** to these **questions**. "What's occurring with the Internet will allow us to craft an inexpensive and easy-touse information services architecture," Edwards says. "We couldn't do that before." An example: Pac **Bell** perceived a need for its customers to build a complex master patient index, and considered...

19/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01150923 98-00318
Future forecast
Anderson, Susan
Cellular Business v13n1 PP: 74-86 Jan 1996
ISSN: 0741-6520 JRNL CODE: CLB
WORD COUNT: 6190

...TEXT: what will the wireless network of the year 2000 look like?

To find out the **answers** to these **questions** and others, Cellular Business Associate Editor Susan Anderson recently spoke with five of the leading...

...planning of Ameritech, Hoffman Estates, IL; and Cynthia White, executive vice president and COO of **Bell** Atlantic-NYNEX Mobile, Bedminster, NJ.

While all five of these leaders share a spot at...

... if any of our customers thinks that any charge is inappropriate, we'll take the **customer's** word at it, and we'll immediately credit it. When you look at the...

... Richards: The first issue is customers. One of our values at Ameritech is that the **customer** is paramount, so you'll always hear us start with that kind of viewpoint. It... came in. It was a J.D. Power and

Associates survey--a study on cellular **customer** satisfaction. They did it in eight markets, two of which were Ameritech markets: Chicago and Detroit. We were pleased that Ameritech got higher rankings in **customer** satisfaction in the two of our markets surveyed. So we're feeling good about that...

... to make their lives easier and to give them more flexibility. As we translate those **customer** words, we translate them into what we call, internally, a full-service network, where we can bring to that **customer** all of their communications needs. From our wireless point of view, we bring them their...And tomorrow, we'll tie all of those things together in a much more flexible, **customer**-friendly way than we have today.

White: We ought to be offering different packages for...

... the first package that we should be providing that does add real value to the **customer**, we'd be packaging those cellular mobility products with long-distance products. I think there...

... packaging the right product with the right technology so that it delivers value to the **customer**. I don't think we should take the focus off of mobility applications that we...

...if we can figure out how to do them most effectively and simpler for the **customer**, as well as for us as a business, then yes, I think we should do...believe we're going to achieve both of those.

Part of the cellular experience is **customer** service. It's going into our Ameritech cellular stores and being treated like a **customer** and having your problems solved, whatever they may be. That's certainly something we feel...

...assured we are doing a heck of a lot of action items to keep that **customer** service experience that customers have at the top of their list. We continue to look...

... what we call 1-call resolution, which means that we are able to handle the **customer**'s problem with just one call--we don't have to call them back 100... in any way, shape or form be able to effectively compete or mirror our current **telephone service** also is highly questionable. I think that technically and pragmatically, it's a long, long ...person making the call gets the bill rather than the called party or the cellular **customer**--those are some of the things that you'll see coming if they're not...

... surface applications on a network platform that will enable us to customize services for individual **customer** use. From the business point of view, it will give us the capability of combating...

... really is a voice-activated dialing service. That will make it much easier for the **customer** to use that phone in a mobility application, which will expand the overall use of...

... we seen in the trials that we've had an increased usage from our existing **customer** base in off-peak through the use of TalkDial.

I think you'll see a...customers, so that requires more people. Secondly, we want to make sure that that overall **customer** experience is a

delightful one, and I just don't believe you do that by...

19/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00168032 82-09593

How's Service? Ask the **Customer**

Healy, John D.; Kelly, James M.; Leeper, David G.; Linnell, M. Gail; Maher, James A.

Bell Laboratories Record v60n2 PP: 31-34 Feb 1982

ISSN: 0005-8564 JRNL CODE: BLR

How's Service? Ask the **Customer**

ABSTRACT: **Bell** System **telephone service** quality is routinely assessed by specially designed measurement plans. Some of the measurements are subjective, such as **customer** responses to **Telephone Service** Attitude Measurement (TELSAM) interviews: other measurements are objective, such as electrical loss and noise measurements of the Network Interoffice Transmission Measurement Plan. **Bell** Laboratories engineers and statisticians have also designed the Measured Impairment Survey to determine how objective measurements and **customer**-perceived service quality are related. The survey found **answers** to 2 **questions**: 1. What are current **customer** perceptions of network access, call setup, and transmission quality? 2. What central-office-based objective...
... customers expect it to be, and as customers indicate it really is? Over 96% of **Bell** System customers rated their just-completed call as good or excellent. Customers who rated service...

...DESCRIPTORS: **Telephone service**;

19/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00152639 81-22516

A Better Way to Measure the Quality of **Telephone Service**

Lehnert, Thomas R.

Bell Laboratories Record v59n6 PP: 186-189 Jul/Aug 1981

ISSN: 0005-8564 JRNL CODE: BLR

A Better Way to Measure the Quality of **Telephone Service**

ABSTRACT: **Bell** Laboratories, Western Electric, and American Telephone and Telegraph (AT & T) cooperated in the development of...

... used in the system, which measures such factors as how correctly and politely operators handle **customer** calls, how long it takes to put calls through, and how well connections are made on **customer-to-customer** calls. The evaluators are trained to handle specified types of calls, such as directory assistance...

... evaluator's work station. After the evaluator is disconnected from the call, a set of **questions** appear on a display terminal, and the

evaluator **answers** the **questions** to complete the evaluation of that call. ...

...DESCRIPTORS: **Telephone service;**

19/3,K/5 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02105499 SUPPLIER NUMBER: 19752728 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to alienate your local telephone customers. (Bell Atlantic's area code changes) (Company Business and Marketing) (Editorial)
Telecommuting Review: the Gordon Report, v14, n8, p6(4)
August, 1997
DOCUMENT TYPE: Editorial ISSN: 8756-7431 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2506 LINE COUNT: 00185

ABSTRACT: Bell Atlantic's area code changes have been poorly planned and have facilitated substantial **customer** inconveniences. Although telecommuting, increasing cellular telephone popularity, pagers, fax machines and alarm systems are prompting...
... the new code, I decided this was beyond a tolerable level. I called the special **Bell** Atlantic Area Code Information Line number that was included in the mailing I got announcing the area code change. The automated-attendant function that **answers** that number gave me two choices: press "1" if I have **questions** about the area code change, and press "2" if I'm experiencing difficulty with the...care about their problems, and that I was trying to be a good Bell Atlantic **customer** by notifying everyone early about this change and was being penalized for doing so.
Her...

...problem." Bell Atlantic has spent a ton of money putting employees through all kinds of **customer**-service and employee-empowerment programs -- and all I get is the "it's not my...

...DESCRIPTORS: Local **Telephone Service;**
19970800

19/3,K/6 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01294721 SUPPLIER NUMBER: 07244772 (USE FORMAT 7 OR 9 FOR FULL TEXT)
California: trend setter for information services? (Pacific Bell, owned by Pacific Telesis) (telephone company central office-based information services) (includes related article about activities of other Bell regional companies) (CO Services Special supplement) (company profile)
Warr, Michael
Telephony, v216, n18, pS14(6)
May 1, 1989
DOCUMENT TYPE: company profile ISSN: 0040-2656 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2445 LINE COUNT: 00192

... trial, involving six basic service elements, started this past January. These services are aimed at **telephone** answering **service** bureaus and voice mail providers, which would purchase the BSEs from Pac Bell and offer...

...Diego.

A different pricing structure will be tested in each area. Data on pricing and **customer** demand from the trials will be used to refine the six BSEs, if necessary, before...

...They can also choose two levels of service. Call Answering picks up calls when a **customer's** line isn't answered or is busy, and allows subscribers to save, forward, erase...marketing strategy will be based on selling features and functionality that cannot be provided by **customer** premises equipment solutions. Pac Bell plans to woo potential business customers away from CPE-based...to the question: Who is going to pay for all this? This only prompts more **questions** at the PUC: Will Pac **Bell** and its stockholders shoulder the entire risk? Or will the ratepayers join in on the gamble too? Telcos, enhanced service providers and end users alike await the **answers**.

19890501

19/3,K/7 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01260949 SUPPLIER NUMBER: 07208783 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Baby Bells look for a new image. (diversification)
Ricca, Mark N.
TPT, v6, n12, p18(6)
Dec, 1988
ISSN: 1043-9099 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3511 LINE COUNT: 00288

... software and technology ventures. Despite the attention devoted to these newer activities, the RBOCs' local **telephone service** will remain their core business for some time to come. Therefore, the RBOCs' programs to...currently emphasizing their intentions to grow beyond their current role as providers of "plain old **telephone service**." But the RBOCs need new, high-growth market opportunities to move them out of their...strategies used to date. Even if present growth trends were to continue--which is unlikely--**telephone service** will be the predominant part the RBOCs' overall business portfolio for some time to come...skills. Considerable progress is being made in overcoming this tendency.

This progress raises as many **questions** as it **answers**, however. For example, have the RBOCs made enough progress to assure the success of strategic directions that look good on paper but require teamwork to implement? Can the **Bell** system's traditional cultural environment attract, reward and retain key people with necessary new expertise...

...with skills in marketing strategy, financial and venture analysis, account management, hardware and software engineering, **customer** network design and applications software development?

Similarly, how much improvement do the Baby Bells still...

...were launched. But they have been relatively insulated from the realities of an arena where **customer** positioning and competitive advantage are primary factors in survival and growth. With deregulation, that will...

19881200

19/3,K/8 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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04512062 Supplier Number: 58291553 (USE FORMAT 7 FOR FULLTEXT)
CRTC: Telecom Order CRTC 99-1155 >T.
M2 Presswire, pNA
Dec 16, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 4722

... call. The line-side arrangement does not allow the ILEC to distinguish between its retail **customer** and a CLEC or WSP end-**customer**. BC TEL submitted that its retail tariff for DA service is compensatory only when considered...not change the routing arrangements required to terminate a call. It simply allows the end-**customer** the convenience of not having to hang up to complete the call. The ILECs submitted...its possible consequences, it has proposed to limit its liability in the event that its **customer**, TCI/TCEI or third parties experience Year 2000 events which interrupt operator services.

41.Inexcept in cases where negligence results in physical injury, death or damage to the **customer's** property, the damages are limited to the greater of \$20 and three times the...Canadian telecommunications service providers are equivalent. Clearnet submitted that the Commission should direct BC TEL, **Bell** and TCI to provide material and comprehensive **answers** to the **questions** described in interrogatories BCTEL(Clearnet)21May98-4 WOS, **Bell**(Clearnet)21May98-4 WOS and TCI(Clearnet)22July98-5 WOS. Clearnet noted that the ILECs...

PRODUCT NAMES: 4810000 (Telecommunication Services ex Broadcast);
4811000 (**Telephone Service**)

19991216

19/3,K/9 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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04012747 Supplier Number: 53200459 (USE FORMAT 7 FOR FULLTEXT)
TELEPHONY. (GTE Corp. provides plan for using \$1 billion to improve phone service) (Business Brief) (Brief Article)
Communications Daily, v18, n217, pNA
Nov 10, 1998
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Newsletter; Trade
Word Count: 1912

... companies said. Terms weren't disclosed.

search for 09/390,026

----- USTA will sponsor briefing, "Delivering Higher Bandwidth to Your **Customer**," Dec.

2-3 at Hyatt Orlando Hotel. Briefing will be conducted by Harry Chiesi, Bellcore...

...she was "somewhat skeptical" of proposed mergers of Ameritech into SBC and of GTE into **Bell** Atlantic because they pose "more **questions** than **answers**." Addressing state regulators at annual convention, she said biggest single question is whether those 4...

...for that money now? ... I look forward to hearing their explanation." Other "difficult and important **questions**" are whether merged companies will diminish competition at home, Tristani said, and whether mergers would...

...its purpose is to call court's attention to difference between free-market contacts and **customer** contacts that occur only by virtue of telco's local monopoly position. Communications Committee also...

PRODUCT NAMES: 4811000 (**Telephone Service**)

19981110

19/3,K/10 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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02190858 Supplier Number: 55994040 (USE FORMAT 7 FOR FULLTEXT)

Bell Atlantic Mobile Launches Online Bill Delivery, Payment.

PR Newswire, p9695

Oct 5, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 697

... view their account and pay their wireless phone bills online, an emerging trend with consumers.

Bell Atlantic Mobile is one of the few carriers in the wireless industry to offer customers...

...for phones and accessories, view current promotions, listen to or view their account balance, see **answers** to a host of commonly-asked **questions** and copies of service terms and conditions -- and now receive and pay their bill.

Bill...

...we provide a flexible, open environment for doing business with Bell Atlantic Mobile."

To ensure **customer** privacy, Bell Atlantic Mobile uses a secure connection -- using SSL (Secure Socket Layer), a widely-used mechanism by electronic commerce Web sites -- to transmit **customer** information. This provides a private secured communication between the browser and Bell Atlantic Mobile's...

PRODUCT NAMES: 4811000 (**Telephone Service**)

19991005

19/3,K/11 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

01767646 Supplier Number: 53347092 (USE FORMAT 7 FOR FULLTEXT)
Bell Atlantic Launches Campaign to Get Callers Ready For New Area Code in
Central, Northeastern Pennsylvania.
PR Newswire, p0646
Dec 3, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1211

... the new code starting Dec. 5," said Sandra Scott, Bell Atlantic -
Pennsylvania manager - area code **customer** education. "Callers in the
current 717 area code should dial '1' plus the new 570...

...Changing
The area code change will not affect the price of phone service, and
a **customer**'s local calling area will remain the same, even if it
includes both area codes...

...Foreign Exchange Service, Remote Call Forwarding, Call Restriction,
directory listings and numbers blocked at the **customer**'s request.
For customers who want an easy way to dial frequently called numbers,
Bell...

...per line for businesses. Interested customers should call 877-246-3095
(toll-free) to order.

Customer Education Campaign Begins

Bell Atlantic kicked off its **customer** education campaign
with a newsletter that describes the new area code, lists the telephone
number prefixes that will have the new code, and **answers** commonly
asked **questions** about the new area code. Called Extra!, the
newsletter was included in customers' November phone...

PRODUCT NAMES: 4811000 (**Telephone Service**)
19981203

✓
19/3,K/12 (Item 3 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

01564472 Supplier Number: 47927562 (USE FORMAT 7 FOR FULLTEXT)
VoiceLog Passes 100,000 Mark on Third Party Verifications
PR Newswire, p0822CHF001
August 22, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 421

(USE FORMAT 7 FOR FULLTEXT)

TEXT:
...000th verification recording. VoiceLog provides third party verification
services to confirm long distance and other **telephone** company
service orders.
... platform---

they actually
prefer it."
VoiceLog currently serves over forty telecommunications companies,

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including two Regional **Bell** Companies, a "Big 3" long distance company and several of the "top 50" long distance resellers. VoiceLog uses an automated platform to "ask" long distance customers thelegally required verification **questions** and records the **answers** in the **customer's** voice. Because it is automated, costs for VoiceLog verifications are generally 50%-75% less...

19970822

19/3,K/13 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05972236 Supplier Number: 53265305 (USE FORMAT 7 FOR FULLTEXT)
On the Threshold of a New World.
Haley, Kathy
Broadcasting & Cable, pSupplement p.6(1)
Nov 16, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1453

... we're entering have different natural sizes and economies," comments TWC's Britt. "Plain old **telephone service** looks like a business that requires large scale, but it remains to be seen what...

...figure out the best way to utilize it."
Initial Signs of Success
Despite all the **questions** looking for **answers** right now in the cable business, early indications are that broadband's new services are...

...about how Cox's Orange County, Calif., system has been snatching customers away from Pacific **Bell** with a competitively priced, aggressively marketed cable **telephone service**. A month later, it ran a feature about how cable's broadband platform may win...

...all chugging on eight cylinders," Robbins says. "Our only limitation is our ability to fulfill. **Customer** demand is there."

Nor are cable's new business rollouts restricted to major operators. Smaller...

19981116

19/3,K/14 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

02219433 Supplier Number: 42893391 (USE FORMAT 7 FOR FULLTEXT)
Bell Atlantic
Common Carrier Week, pN/A
April 6, 1992
Language: English Record Type: Fulltext
Document Type: Newsletter; Professional Trade
Word Count: 211

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

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Bell Atlantic (BA) has revamped methods by which it measures **customer** satisfaction. In latest semiannual filing with FCC last month, BA submitted results of \$500,000 replacement of old **Bell** System Telsam survey. That survey asked one question: Were customers satisfied with service, with choice of 2 **answers** -- yes or no. New Service Quality Indicators (SQI) survey lists 10-12 **questions** on variety of topics with possibility of 4 **answers**, where company service: (1) Exceeded **customer** requirements. (2) Met requirements. (3) Nearly met requirements. (4) Didn't meet requirements. Company did release figures for **customer** surveys of Dec. 1991. Under old Telsam survey, 96% indicated they were satisfied with service...
...due March 31. Many local exchange carriers have moved away from old Telsam system, but **Bell** Atlantic's new system is "more substantial than some others," FCC attorney Jacqueline Spindler said, noting that most telcos measure **customer** satisfaction differently.
PRODUCT NAMES: 4811000 (Telephone Service)
19920406

19/3,K/15 (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2003 San Jose Mercury News. All rts. reserv.

08536126
CHEAPER PHONE RATES? HOLD, PLEASE EVEN WITH NEW RULES, 3-WAY TURF BATTLE
WILL STALL ANY CHANGES
San Jose Mercury News (SJ) - Monday, February 5, 1996
By: HOWARD BRYANT, Mercury News Staff Writer
Edition: Morning Final Section: Front Page: 1A
Word Count: 1,630

1996

MEMO:
...well.com.
CALL TO REVOLUTION
For years, Pacific Bell has been the provider of local **telephone service** for most of California. But recent changes in state and federal law mean local service...

TEXT:
...Bell payment center in Oakland on an in-house telephone waiting to speak to a **customer** service representative. She was, as usual, on hold.

She would jump at the chance, she says, to have a company other than Pac Bell provide her local **telephone service**. "They haven't given me too many problems with service, but I can't help...

...to promote local phone competition, among other things.

The result: Cable TV companies can offer **telephone service**, both local and long distance. Local and long-distance phone companies will be able to...

...there's local competition in California.

These possibilities offer the promise of lower rates, better **customer** service and a wider array of services.

search for 09/390,026

But in truth, Stephens' frustration is likely to...

... been none, new players will either build their own networks, or reach agreement with Pac **Bell** to tie into its system. In the coming battle, the major players, which include long-distance giants AT&T and MCI, will fight with Pac **Bell** over the ground rules of this new world - who pays what to whom, and how much. **Answers** to those **questions**, in turn, will determine how much consumers pay.

The local judge and jury in this...share of the market for 100 years to say, 'Here's the keys to our **customer** base,' '' said Michael Morris, western director of regulatory affairs for TCG Communications, a Walnut Creek...

... numbers that connect customers to their preferred long-distance provider. For example, if an MCI **customer** in San Francisco calls Los Angeles on a pay phone, the caller must punch in...

DESCRIPTORS: SF-BAY-AREA **TELEPHONE SERVICE** COST DECREASE

19/3,K/16 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09459780 SUPPLIER NUMBER: 19370529 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ISDN in your home: supercharged telecommuting. (integrated services digital network)(includes related article on ISDN sharing)
Wright, Maury
EDN, v42, n1A-2, p32(8)
Jan 16, 1997
ISSN: 0012-7515 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 5659 LINE COUNT: 00425

... I came to the conclusion that I didn't have the time to track down **answers** to what I considered to be basic **questions** about ISDN. At that time, the RBOC in the San Diego area, Pacific **Bell**, could tell me only that I could order ISDN. It was clear that I would...messages even if multiple calls arrive simultaneously. Pacific Bell offers Voice Mail service to ISDN **customer** for \$20/month. Voice Mail and Message Center just happen to have the exact same...for a product review.

After several phone calls, we agreed to proceed, and Jetstream's **customer**-support staff helped me prod Pacific Bell along. Part of Jetstream's business model includes...

...a dedicated pair, but Frankel informed me that such effort is rarely necessary.

Jetstream's **customer**-support team tried its best to speed Pacific Bell along but also told me that...after 30 minutes and a dozen explanations, the woman I spoke to in the ISDN **customer**-service center could not understand what I was requesting. After a phone trip back to Pacific Bell's ISDN tech-support center and a conference call with the **customer**-service center, the order was placed. I was told that within two days I would...

...when the transition would take place.

One week and a dozen calls to Pacific Bell **customer** support

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later, I was told that, two days later at 6 am, my analog line...

PRODUCT/INDUSTRY NAMES: 4811000 (**Telephone Service**);
19970116

19/3,K/17 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

01879957 SUPPLIER NUMBER: 02924556 (USE FORMAT 7 OR 9 FOR FULL TEXT)
"Sir, 27 phone vendors are at the door."
Richards, Glenn
Hospitals, Journal of American Hospital Association, v57, p66(6)
Sept 16, 1983
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 3107 LINE COUNT: 00252

... family. Next January 1, a subsidiary of AT&T will gain property rights over the **customer** premise equipment (CPE) that the BOCs had installed. Therefore, the new local companies no longer...

...that you can choose another long-distance telephone company while still using us for local **telephone service**."

Newton foresees the settlement pitting the new local operating companies against each other and the...

...these days: "When there is competition in any field, the burden then falls to the **buyer**, meaning that caveat emptor --'**buyer** beware'--is being introduced into the field of telecommunications."

To be aware, hospitals must become...their marketing staffs knowledgeable about hospital requirements. "When AT&T Information Systems (then called American **Bell**) started on January 1, 1983, it took most of the marketing force with in-depth...

...facilities," Cerier contends. hospitals no longer can fully rely on the local telephone company for **answers** "to all the hospital's telecommunications **questions**," he says.

Cerier, manager of telecommunications systems, Medical Area Service Corporation (MASCO), a shared services...

...of an economical basis, hospital administrators ought to be looking at conversion to their own **customer** premise equipment. But the first priority has got to be a re-evaluation of their...next year of a \$6 per month "access fee" on every line between a business **customer** and the local telephone switching office. The access fees are designed to counter the long...

...to increase the most dramatically is the cost of the number of lines between the **customer** premises and the telephone company central office."

Cerier raises the possibility that hospitals using Centrex...
...the trunks that a similarly sized PBX user has.

As for the cost of future **telephone service**, Newton estimates that local calling rates will increase only "a little more" after the AT...

...Newton foresees "drastic changes" ahead. While hospitals are not

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relatively heavy users of long-distance **telephone service**, they
would be imprudent to pay more than needed. So what should a hospital do...

19830916

?

search for 09/390,026